



# Choices for Care in Illinois

**A program  
that helps families  
discover their options  
for long term care**



- ✓ Homemaker Service
- ✓ Community Support
- ✓ Adult Day Service
- ✓ Home-Delivered Meals
- ✓ Caregiver Support

# About this Guide...

When a friend, family member or even you need long term care, you will no doubt want to know what choices are available. Nursing facilities represent one type of long term care, but there are many other home and community-based options as well. That's what this guidebook is about — helping you become familiar with the wide variety of long term care choices available today.

This guidebook helps you to determine your needs and the services available, and it gives information on locating agencies and organizations that provide the services.

Before you travel down the road of choices, you may want to complete the Needs-Assessment (page 4). The evaluation will help you match your needs with the services (pages 6-17). After reviewing the services you think are most appropriate, you'll want to look for your local agencies (see pages 17-19).

An additional feature of this book is providing information and options to people who are caring for older relatives or friends. The Illinois Department on Aging's Family Caregiver Support Program is specifically designed to help families and friends who are caring for an older adult 60 and over.

A Self-Assessment (page 1) can help you answer questions such as:

- Am I a caregiver?
- Am I over-stressed?
- What services are available for caregivers?, and
- Where can a caregiver get help?

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# Self-Assessment

## Am I a caregiver?

(Do any of the following statements apply to you?)

- ☐ I help a senior pay bills.
- ☐ I shop or do errands for a senior.
- ☐ I drive a senior to the doctor or to a community center.
- ☐ I remind a senior when to take pills or provide help with personal care.
- ☐ I regularly prepare meals or clean house for a senior.
- ☐ I provide regular emotional or physical assistance.
- ☐ I continue to provide support for a senior in a nursing home.

A caregiver can be anyone – a family member, friend, neighbor or senior. You are a caregiver when a senior relies on you to provide unpaid help so he/she may remain in their current living situation. The person may live in your own home, across town or in another state.

You are not alone. Caregiving cuts across age, income, education, gender, class and ethnicity. It is estimated that one out of four households nationwide is involved in caregiving for someone age 50 or older.

## Caregiver stress scale

Caring for someone is rewarding, but it is also a difficult and stressful job. Caregiving can impact the physical and emotional health of caregivers, who often neglect their own needs while caring for others.

Check the following statements if they apply to your situation.

- ☐ It seems I can't get enough rest.
- ☐ I don't have enough time for myself.
- ☐ I don't have time to be with other family members beside the person for whom I care.

- ☐ I feel guilty about my situation.
- ☐ I don't get out much anymore.
- ☐ I have conflict with the person I care for.
- ☐ I have conflicts with other family members.
- ☐ I cry often.
- ☐ I worry about having enough money to make ends meet.
- ☐ I don't feel I have enough knowledge or experience to give care as well as I'd like.
- ☐ My own health is not good.

If you have checked one or more of these boxes, you may benefit from services offered through the Aging network.

## What services are available for caregivers?

The purpose of the program is to strengthen and support families with caregiving responsibilities by providing information, training and respite. The program calls for all states, working in partnership with Area Agencies on Aging and local community-service providers, to provide five basic services for family caregivers, including:

- ☐ Information to caregivers about available services;
- ☐ Assistance to caregivers in gaining access to services;
- ☐ Individual counseling, organization of support groups and caregiver training;
- ☐ Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and
- ☐ Supplemental services, on a limited basis, to complement the care provided by caregivers.

Examples of some of the services provided:

- Information about available services
- Respite care (services that give caregivers a rest)
- Adult day services
- Home modification
- Caregiver support groups
- Assistive devices (wheelchairs, walkers, etc.)

- Transportation
- Training, counseling and emotional support
- Legal assistance
- Assistance with housework
- Assistance with nursing home placement
- Gap-filling (services based on caregiver needs)
- Case management

In addition, the Department on Aging has designated over 100 Caregiver Resource Centers throughout Illinois. These Resource Centers are your local link to caregiving services in your community. A list of Caregiver Resource Centers, by county, is available on the Department's web site at **[www.state.il.us/aging](http://www.state.il.us/aging)**.

## Who is eligible for these services?

- ☐ Family caregiver, which is defined as an adult family member or another individual, who is an informal provider of in-home and community care to an individual over the age of 60. Caregivers are eligible for services regardless of where the care recipient lives, whether it be the home or long term care facility.
- ☐ Grandparents and relative caregivers of children not more than 18 years of age (including grandparents who are sole caregivers of grandchildren).

## Who to contact for help:

The local Area Agency on Aging is one the first resources a caregiver should contact when help is needed. Illinois has 13 Area Agencies on Aging across the state. See page 18 for phone numbers for each agency or see [www.state.il.us/aging](http://www.state.il.us/aging) on the internet for complete contact information.

As always, the Illinois Department on Aging is willing to answer any questions related to caregiving here in Illinois or caring for older adults in other states. To contact the Illinois Department on Aging, please call the Senior HelpLine at **1-800-252-8966 (Voice and TTY)**.

# Needs-Assessment

This checklist will help determine if you could benefit from services.

Explanations of these services are listed on pages 6 through 16. Names and addresses of service providers are located on the Aging Web site: **[www.state.il.us/aging](http://www.state.il.us/aging)**.

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## If you need help arranging services...

...Case Management services provided by “case managers” help older people determine what their specific needs are and what services are available to meet those needs. The case manager can discuss community-based services that are funded by the state and federal government and those that can be purchased by an individual’s own resources. Case managers are based in local agencies which are often referred to as “Case Coordination Units.”

Through the Choices for Care Program, older persons in need of long-term care first meet with a case manager to discuss what kinds of activities they can do on their own, as well as those that require help. The case manager can then identify services that could help them continue living in their own homes. For instance, someone recovering from a stroke may need home-delivered meals or transportation service — or may need a homemaker to help with medications, bathing and household chores. The case manager can help arrange these services in a “package” so that the older person can continue to live as independently as possible.

The case manager is key in terms of developing a plan of care and linking with other agencies that actually provide the care. The case manager periodically checks with the older person and family to find out if any service changes are needed.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If you need help with meals...

...Home-delivered meals are nutritious meals provided to older persons who are home-bound because of illness, physical or mental impairment or social isolation. Meals may be provided on either a long- or short-term basis.

Congregate meals are also served in a group setting at familiar locations like senior centers, restaurants, churches or synagogues.

Older people who participate in either home-delivered or congregate meal programs are offered the opportunity to make voluntary contributions toward the meal cost.

For more information on Meal and Nutrition Projects, contact the Senior HelpLine (page 20).

# If you need help with bathing, cleaning, household chores and meal preparation...

...Homemakers are available to provide assistance with household tasks and personal care for older persons who are moderately impaired. Some of the activities may include uncapping of medications and providing water, assisting with personal care, cleaning, doing laundry, preparing meals and assisting with more complex tasks, such as meal planning, shopping and household supervision, escorting and arranging transportation for older persons who have difficulty managing these responsibilities.

Often these services help older people remain in the privacy of their homes and promote independence, in addition to saving money.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20) or link to [www.state.il.us/aging](http://www.state.il.us/aging).

# If your caregiver is not available during the day, and you require supervision...

...Adult Day Services offer older persons the opportunity to interact with other people in supervised settings outside their homes. Adult Day Service Centers offer a wide range of social activities. Snacks and a noon meal are provided, and participants may enjoy everything from arts and crafts to card games and current events. Counseling and physical therapy with trained professionals are also available in some centers. Additionally, Adult Day Service Centers can serve the needs of family members who may need to take a break from caregiving responsibilities, or who may work outside the home during the day. In many Adult Day Service Centers funded by the Illinois Department on Aging, specialized services are offered for individuals who suffer from Alzheimer's disease or related disorders.

For more information on Adult Day Service Centers contact the Case Coordination Unit in your area or the Senior HelpLine (page 20).

## Senior HelpLine

[www.state.il.us/aging](http://www.state.il.us/aging)

Monday - Friday, 8:30 a.m. - 5:00 p.m.

FAX: 1-217-524-6968

Toll-free within Illinois:

E-mail: [ilsenior@aging.state.il.us](mailto:ilsenior@aging.state.il.us)

1-800-252-8966 (Voice and TTY)

421 East Capitol Avenue, #100

Outside of Illinois: 1-217-524-6911

Springfield, IL 62701-1789

## If your doctor says your medical needs require special attention...

...Home Health Care Services are available to an individual who is at risk of going to a nursing facility due to health related problems. The services are provided at an individual's home according to a plan of treatment prescribed by a physician. Home Health Services may include the following physician ordered treatments: medication supervision; teaching of self-administration of medication with follow-up; observation and recording of vital signs; catheter maintenance; non-sterile dressing changes; medical equipment use; tube feeding; colostomy care; teaching therapeutic diet management and maintenance; teaching use and maintenance of medical equipment; physical therapy; occupational therapy; speech therapy; medical social services; or home health aide services.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20) or the Illinois Homecare Council. (see page 19)

## If you need someone to check on you...

...Telephone Reassurance provides individuals living alone with a telephone call at specific times to provide psychological reassurance, reduce isolation, and provide specific assistance if needed. Emergency plans can be developed if a telephone call is unanswered.

...Emergency Response System is a service offered by hospitals or community service organizations and provides the individual with a signaling device for 24-hour emergency coverage, which permits the individual to alert trained professionals at the local hospital, fire department, or police department if immediate help is needed. There is a fee to rent the signaling device.

...Senior Companion Program provides a senior volunteer to help the frail elderly with services which include: companionship, letter writing, light meal preparation, some shopping and other services. The service not only provides the older person with a new friend, but also can provide respite for a caregiver. Provided on a limited basis.

...Friendly Visiting provides regular visits by staff or volunteers to socially or geographically isolated individuals to provide companionship and social contact with the community. The program serves older persons who are unable to leave their residence often, if at all, or who have few friends, family or neighbors who can visit them.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If you need help obtaining prescription medicine...

### Prescription Drug Assistance in Illinois

The Illinois Department on Aging can inform you about programs that help Illinois seniors pay for prescription medication, such as the Illinois Rx Buying Club, I-SaveRx, Illinois SeniorCare, the Circuit Breaker Pharmaceutical Assistance Program, as well as discount programs offered by pharmaceutical companies.

...Illinois Rx Buying Club provides discounts on all prescription drugs approved by the FDA and available through participating pharmacies and a mail-order option. You may qualify if you are at least 65 years old or are a person designated as disabled. To join, you must fill out the form, IL-402-2000, and pay a \$10 annual fee. This entitles you to 12 months of savings from the date the card is issued. To receive the price discount, simply present the card to a participating pharmacy or use the mail-order option. For more information, call **1-866-215-3462** or visit **[www.illinoisrxbuyingclub.com](http://www.illinoisrxbuyingclub.com)**.

...I-SaveRx allows individuals and families to purchase more affordable prescription drugs directly from pharmacies in Canada and the United Kingdom. This program provides refills on 150 of the most popular prescription drugs. Prescription drugs from those countries cost, on average, 25-50 percent less than the same medicines sold in the United States. To enroll in the plan, an individual must mail or fax a completed health profile form and signed prescription to the I-SaveRx clearinghouse. For information, call **1-866-I-SAVE33** or visit **[www.i-saverx.net](http://www.i-saverx.net)**.

...Illinois SeniorCare covers most prescription drugs and some over-the-counter drugs if a doctor prescribes them. You may qualify if you are at least 65 years old and meet specific income requirements. To join, you must fill out the form, IL-1363, and there is no annual fee.

This program runs July 1 through June 30 annually. If you have private insurance that pays for prescriptions, you may choose to get a monthly \$25 rebate check. You can have either SeniorCare prescription coverage or the rebate, but not both.

...Circuit Breaker Pharmaceutical Assistance Program provides prescription drug coverage for specific diseases (Alzheimer's disease, arthritis, cancer, diabetes, glaucoma, heart and blood pressure problems, lung disease and smoking-related illnesses, osteoporosis, and Parkinson's disease). You must have a disability or be age 65 or older and meet certain income requirements. Program participants are automatically enrolled in the Illinois Rx Buying Club.

Help is available in filling out applications by calling the Illinois Department on Aging's Senior HelpLine. The Senior HelpLine can also inform you about other government benefit programs as well as drug discounts offered through pharmaceutical manufacturers or other sources.

...Prescription Drug Patient Assistance Programs services are initiated by your doctor, who can contact certain pharmaceutical manufacturers to request free or lower cost prescription medications for eligible persons. The doctor then gives you the medications. For a free directory of the 16 participating manufacturers, call **1-800-762-4636**.

For information about the state's pharmaceutical programs, or those offered by corporations, call the Senior HelpLine at **1-800-252-8966 (Voice and TTY)**.

...Veterans' Administration Hospitals may be contacted by eligible veterans who need prescriptions from V.A. hospitals at a cost of \$7 per prescription. Call your local V.A. hospital to find out if you qualify, **1-800-827-1000**.

For more information, contact your local Area Agency on Aging (see page 17 for phone numbers or link to **[www.state.il.us/aging](http://www.state.il.us/aging)**) or contact the Senior HelpLine.

...Medicare Drug Benefits will be offered to Medicare beneficiaries starting in January 2006. The new voluntary drug benefit will require beneficiaries to choose an approved prescription drug plan. More information is available through **[www.medicare.gov](http://www.medicare.gov)** or by contacting the Senior HelpLine (page 20).

## If you have hearing or vision problems or need help with basic tasks...

...Hearing and Voice Impaired Illinois Relay Service Telecommunications Relay Services provides round-the-clock linkage between those who use a teletypewriter (TTY) and those who use a standard voice telephone. The Illinois Telecommunications Access Corporation provides relay service that is supported by a charge on all telephone lines in Illinois.

**TTY: 1-800-526-0844; Voice: 1-800-526-0857.** Please utilize the Relay Service for linkage to all services listed in this guide.

...Libraries serving the blind and physically handicapped are available throughout the state. To contact the Illinois State Library for the nearest location of a library providing Talking Books and other services, call **1-800-665-5576**.

...Assistive Technology helps persons with disabilities perform tasks — or perform them more easily, with inexpensive, “low-tech” modifications of existing products. Playing cards with giant faces can allow those with limited vision to continue to enjoy card games. Velcro fasteners on tennis shoes can make life easier. To learn about helpful products and services, or for help in choosing what will best meet your needs, call the Illinois Assistive Technology Project: **1-800-852-5110 (Voice and TTY)**.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If your home needs repair...

...Residential Repair and Renovation services are available in some Illinois communities to assist older persons in maintaining their homes in conformity with minimum standards or in adapting homes to meet the needs of older persons with physical problems. The service includes arranging for the repairs and renovations, and follow-up, to ensure the individual receives satisfactory services.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20), or link to **[www.rebuildingtogether.org](http://www.rebuildingtogether.org)** to see if an affiliate is located in your area.

## If you need to move out of your home and want to know your options...

### Housing Options

Housing options may be considered when changes in life style or health status require different housing needs. Housing options vary from communities for the very independent and active, to housing with a more supportive environment — with activities, services and, possibly, assistance with Activities of Daily Living (ADLs). The most common types of housing options are briefly defined here.

### Senior HelpLine

[www.state.il.us/aging](http://www.state.il.us/aging)

Monday - Friday, 8:30 a.m. - 5:00 p.m.

Toll-free within Illinois:

1-800-252-8966 (Voice and TTY)

Outside of Illinois: 1-217-524-6911

FAX: 1-217-524-6968

E-mail: [ilsenior@aging.state.il.us](mailto:ilsenior@aging.state.il.us)

421 East Capitol Avenue, #100

Springfield, IL 62701-1789

...Assisted Living may be offered in residential housing, an independent living setting, freestanding facility, sheltered care facility or nursing facility. Facilities providing assisted living services must be licensed by the Illinois Department of Public Health. Assistance with Activities of Daily Living are provided (bathing, dressing, toileting, transferring in and out of bed/chair and walking).

...Board and Care facilities are residences which provide room, meals, housekeeping and protective oversight to more than one, but less than 12 persons.

...Congregate housing is apartment-living that may include social and recreational programs. Some may have meal sites and a transportation program.

...Continuing Care Retirement Communities require either a monthly fee or a fee for service, but do not provide care for life — as Life Care Communities do. Individuals have their own apartment with meals served in a central dining area. Health care, activities, recreation and sometimes transportation are provided. When a decline in health status occurs and needs increase, the resident moves to the Continuing Care Retirement Community nursing facility located on the premises.

...Independent Living Communities are apartments with group dining and social programs. Transportation and social activities may also be available. Residents are usually self-sufficient.

...Intermediate Care Facilities provide 24-hour care, assistance with Activities of Daily Living, medication administration, therapy, case management and social services. Some accept Medicaid.

...Life Care Communities are similar to Continuing Care Retirement Communities. The important difference is that a contract for lifetime care is required. There is a substantial entry fee, endowments or monthly rent. Initially, persons have an individual unit or apartment, and as needs increase, move to the nursing facility on the premises.

...Retirement Communities (Villages) are rental units or privately owned homes that may provide some supportive services.

...Shared Housing is in a private home where two or more unrelated persons have their own sleeping room. Some allow the resident to share in housekeeping, cooking, etc., to reduce cost. Some areas “match up” seniors.

...Sheltered Care Facilities provide rooms (private or multiple bed) with meals, housekeeping, medication assistance or supervision and assistance with

Activities of Daily Living — bathing, dressing, toileting, transferring in and out of bed/chair and walking. Special and therapeutic diets are available.

...Skilled Care Facilities provide 24-hour nursing facility care, such as administration of medications, tube feeding, intravenous medications administration, and rehabilitation. Some have dementia units. Some accept Medicaid or Medicare.

...Subsidized housing is high-rise apartments or approved Section 8 rental property (houses or apartments). Income and assets determine eligibility. There may be waiting lists.

...Supportive Living Facilities are affordable assisted living settings administered by the Department of Public Aid. Medicaid is accepted. These facilities provide personal care, homemaking, laundry, medication, supervision and activities.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If you need transportation to the doctor, grocery store, etc. ...

...Transportation Services provide transportation to and from community facilities and resources to acquire and receive services. It allows older persons to participate in or attend events in order to reduce isolation, and promotes successful independent living. A local service provider, public transportation systems or taxi cabs provide this service.

...Escort Services provide personal and physical assistance to people who are dependent on others to reach and use community resources. This service assists them in maintaining independent living. This program is designed to help those persons who require physical assistance to be able to utilize community services.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If you want to socialize with other seniors or find out about services...

...Senior Centers and Focal Points offer a wide range of programs and activities for older adults, while often serving as nutrition sites, information and assistance centers and community focal points. The senior center is a place for older



adults to meet with their friends, develop new friendships and gain valuable information about other services available in the area.

For more information on Senior Centers and Focal Points, contact the Senior HelpLine (page 20).

## If you're a caregiver and you sometimes need assistance with caregiving...

...Respite Services provide appropriate, temporary, substitute care or supervision of functionally impaired persons. These services allow the primary caregiver time away from the individual to complete other tasks without disrupting the amount of care the individual needs. Respite care can include: homemaker services, chore-housekeeping services, home health services, senior companion services, adult day services, and other activities to support caregivers.

...Caregiver Resource Centers offered through Illinois Family Caregiver Support Program (Page 2), may also help. To locate a center in your area, link to **[www.state.il.us/aging](http://www.state.il.us/aging)**.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If you need information on how to locate a nursing home or other long term care facility...

...locate a Case Coordination Unit in your area. Contact the Senior HelpLine (page 20) or link to **[www.state.il.us/aging](http://www.state.il.us/aging)**.

## If you need help understanding your Medicare bills or if you need help managing your money...

...the Illinois Department of Financial and Professional Regulation, Senior Health Insurance Program (SHIP) provides counselors statewide to assist older persons with problems or questions about their health insurance, Medicare, Medicare Supplemental Insurance Policies, HMOs, Managed Care Plans, retiree health plans, claims processing, appealing claim denials, managed care plans and the new Medicare Part D prescription drug plan. For assistance with your health insurance concerns and problems, call SHIP at **1-800-548-9034**.

...the Illinois Volunteer Money Management Program, co-sponsored by AARP, provides trained volunteers to help with organizing bills, writing checks, balancing checkbooks, intervening with creditors, and sorting medical bills. Volunteers can serve as representative payees designated by Social Security or bill payers who organize tasks. These volunteers are screened, trained and supervised by an agency.

To locate a Case Coordination Unit in your area, please contact the Senior HelpLine (page 20).

## If you suspect elder abuse, neglect or financial exploitation...or need legal services...

...Elder Abuse and Neglect Program is designed to investigate reports of abuse, neglect, and financial exploitation of persons aged 60 and over in a domestic setting. The Elder Abuse and Neglect Program can assist victims with their particular situation by offering an array of services. Early Intervention Services are available for short-term or emergency situations.

To report suspected cases of elder abuse, neglect, or financial exploitation, please call in complete confidence, **1-800-252-8966 (Voice and TTY)** between 8:30 a.m. and 5 p.m. Monday through Friday, or **1-800-279-0400** (after-hours, weekends and holidays).

...Senior Legal Assistance Program provides (to the extent resources permit) legal services to Illinoisans aged 60 and older. The types of cases handled by senior legal assistance offices include public benefits (including Social Security and Medicare), consumer protection, landlord-tenant, utility cutoffs, elder abuse, financial exploitation and pension rights.

The Senior Legal Assistance offices cannot do criminal defense, “fee generating” cases (such as personal injury), excessively complex or court cases, or business or commercial cases. Because the senior legal assistance offices have limited resources, they must focus on serving seniors in the greatest economic and social need.

### Senior HelpLine

[www.state.il.us/aging](http://www.state.il.us/aging)

Monday - Friday, 8:30 a.m. - 5:00 p.m.

Toll-free within Illinois:

1-800-252-8966 (Voice and TTY)

Outside of Illinois: 1-217-524-6911

FAX: 1-217-524-6968

E-mail: [ilsenior@aging.state.il.us](mailto:ilsenior@aging.state.il.us)

421 East Capitol Avenue, #100

Springfield, IL 62701-1789

Seniors in need of legal assistance, who are seeking the assistance of senior legal assistance services, should call the office serving the county in which they reside.

For more information on Legal Services (see page 15), link to [www.state.il.us/aging](http://www.state.il.us/aging) or contact the Senior HelpLine (page 20).

## If you are concerned about a resident of a nursing home or other long term care facility...

...Long Term Care Ombudsman Program is designed to protect the rights and needs of older persons living in a long term care facility. The Ombudsman receives, investigates and resolves complaints while protecting the resident's privacy. The Ombudsman Program provides information and public education to individual residents or to persons requesting information on their behalf regarding the long term care system, rights and benefits of residents, and services available to them. Through regular visits, ombudsmen have current knowledge of facility policies, state licensure violations, Medicare and Medicaid certification deficiencies, and Medicare and Public Aid participation.

For more information on Illinois Long Term Care Ombudsmen, contact the Senior HelpLine (page 20).

## If you are concerned that the rights of a person with disabilities are being violated...

...Illinois Guardianship and Advocacy Commission is an executive state agency created to safeguard the rights of persons with disabilities. By providing legal representation, investigating complaints of rights violations and providing state guardianship for Illinois' population with disabilities, the Commission has given voice to those who have previously gone unheard. For more information about the commission, contact **1-217-785-8981**.

# Important Phone Numbers

Help in Your Community — Call the social service department of your local hospital or the numbers below. There are many options for long-term care. The choice is up to you.

## Information and Assistance:

Eldercare Locator, U.S. Administration on Aging ..... 1-800-677-1116

Senior HelpLine, Illinois Department on Aging ..... (Voice and TTY) 1-800-252-8966  
(Outside of Illinois) 1-217-524-6911

## Illinois Area Agencies on Aging:

Area Agency on Aging for Lincolnland, Inc. .... 1-800-252-2918

Area Agency on Aging of Southwestern Illinois ..... 1-800-326-3221

Central Illinois Agency on Aging, Inc. .... 1-309-674-2071

Chicago Department on Aging ..... 1-312-814-2630  
(TTY) 1-312-744-6777

East Central Illinois Area Agency on Aging, Inc. .... 1-800-888-4456

Egyptian Area Agency on Aging, Inc. .... 1-618-985-8311

Midland Area Agency on Aging ..... 1-618-532-1853

Northeastern Illinois Area Agency on Aging ..... 1-800-528-2000

Northwestern Illinois Area Agency on Aging ..... 1-815-226-4901

Southeastern Illinois Area Agency on Aging, Inc. .... 1-618-262-2306

Suburban Area Agency on Aging ..... 1-708-383-0258  
1-800-699-9043

West Central Illinois Area Agency on Aging ... (Voice and TTY) 1-800-252-9027

Western Illinois Area Agency on Aging ..... 1-800-322-1051

Alzheimer's Association (national) ..... 1-800-272-3900

Alzheimer's Disease and Related Disorders Center, S.I.U. School of Medicine,

Memory and Aging Center ..... 1-217-545-8249

S.I.U. School of Medicine (Southern Region) ..... 1-800-342-5748

Rush Alzheimer's Center (Northern Region) ..... 1-312-942-4463

Education and Referral Center ..... 1-800-438-4380

Arthritis Foundation ..... 1-800-735-0096

Greater Chicago Chapter ..... 1-312-372-2080

Central Illinois, Greater Illinois Chapter ..... 1-309-682-6600

Southern Illinois ..... Fax: 1-618-252-0394

American Council of the Blind ..... 1-800-424-8666

Prevent Blindness America .....	1-800-221-3004
American Cancer Society .....	1-800-227-2345
Cancer Information .....	1-800-422-6237
US-TOO Prostate Cancer Support Group .....	1-800-808-7866
Y-ME, National Breast Cancer Organization .....	1-800-221-2141
	(Spanish only) 1-800-986-9505
Circuit Breaker Pharmaceutical Assistance, Illinois Department on Aging .....	1-800-624-2459
	(Chicago) 1-312-814-5232
	(TTY) 1-800-544-5304
Community Care Program, Illinois Department on Aging .....	(Voice and TTY) 1-800-252-8966
Depression Awareness, National Institute of Mental Health Information Center .....	1-800-421-4211
American Diabetes Association .....	1-800-232-3472
Northern Illinois .....	1-800-342-2383
Central and Southern Illinois .....	1-800-445-1667
Centers for Disease Control .....	1-404-332-4555
(People with Disabilities) Centers for Independent Living, Illinois Department of Human Services .....	1-800-843-6154
	(TTY) 1-800-447-6404
Division of Rehabilitation Services, Illinois Department of Human Services .....	1-312-814-2934
(Driver Services) Illinois Secretary of State, Senior and Community Services: Circuit Breaker, Reduced Fee License Plates .....	1-800-252-8980
Person's with Disabilities License Plates and Placards .....	1-217-782-2709, 1-217-782-2434 or 1-217-782-3166
Rules of the Road Review Course .....	(Voice and TTY) 1-800-252-2904
Elder Abuse and Neglect Report Line, Illinois Department on Aging .....	(Voice and TTY) 1-800-252-8966
After-hours, weekends and holidays .....	1-800-279-0400
Energy Assistance and Weatherization (recording) .....	1-800-252-8643
Eye Care America Seniors Helpline .....	1-800-222-3937
Illinois Guardianship and Advocacy Commission .....	1-217-785-8981
Illinois Department of Public Health, Central Complaint Registry .....	1-800-252-4343
Senior Health Insurance Program (SHIP), Illinois Department of Financial and Professional Regulation .....	1-800-548-9034
American Heart Association: Midwest affiliate .....	1-312-346-4675
West Suburban Region and North Cook County .....	1-630-789-9222

Illinois Affiliate, Inc. ....	1-800-252-8511
Springfield .....	1-217-698-3838
Chicago Hearing Society .....	1-773-248-9121
	(TTY) 1-773-248-9174
Illinois HomeCare Council .....	1-847-657-6960
National Hospice, Palliative Care Information Helpline .....	1-800-658-8898
National Kidney Foundation .....	1-800-622-9010
Illinois Attorney General:	
Health Care Bureau Hotline .....	1-877-305-5145
Senior Citizens Consumer Fraud Helpline .....	1-800-243-5377
Veterans Helpline .....	1-800-382-3000
(Incontinence) The Simon Foundation for Continence .....	1-800-237-4666
Internal Revenue Service, Taxpayer Service .....	1-800-829-1040
Forms .....	1-800-829-3676
Operation ABLE (job placement for older people),	
National ABLE Network .....	1-312-782-3335
Illinois State Library's Talking Book and	
Braille Service .....	1-800-665-5576, option 5
	(TTY) 888-261-7863
Medicare Helpline .....	(1-800-MEDICARE) 1-800-633-4227
	(TTY) 1-877-486-2048
Railroad Retirement Board beneficiaries .....	1-800-808-0772
Medicare Claims Part A .....	1-877-602-2426
Medicare Claims Part B .....	(1-800-MEDICARE) 1-800-633-4227
Medicare or Medicaid Fraud Hotline .....	1-800-447-8477
National Mental Health Association Resource Center .....	1-800-969-6642
Military Retiree Support Office, Fort Sheraton .....	1-847-266-2475
Parkinson's Disease Information, American Parkinson's Disease Association	
.....	1-800-223-2732
State Information and Assistance .....	1-708-657-5787
Social Security .....	1-800-772-1213
National Stroke Association .....	1-303-649-9299
U.S. Department of Veterans' Affairs, Telephone Assistance Service	
.....	1-800-827-1000

*All phone numbers are standard voice telephone unless otherwise designated.*

## Directory of Agencies and Organizations Serving Seniors

View the following contact information lists at the Illinois Department on Aging Web site, [www.state.il.us/aging/1directory/directory-main.htm](http://www.state.il.us/aging/1directory/directory-main.htm) —

- Adult Day Service Centers
- Alzheimer's Association Chapters
- Area Agencies on Aging in Illinois
- Case Management Service Providers, Case Coordination Units
- Coalition of Limited-English Speaking Elderly (Chicago area only)
- Community Action Agencies, Illinois Community Action Association
- Elder Abuse Designated Provider Agencies
- Family Caregiver Resource Centers
- Foster Grandparent Program Sites
- Gambling Problems
- Grandparents Raising Grandchildren Support Groups
- Hispanic/Latino Affairs Office, Illinois Department of Human Services
- Legal Services Offices
- Libraries Serving the Blind and Physically Handicapped
- Long Term Care Sub-State Ombudsmen
- Nutrition Projects in Illinois
- Older Women's League
- Retired Senior Volunteer Program (RSVP) Sites
- Senior Centers
- Senior Companion Program Sites
- Senior Health Assistance Program Offices
- Service Corps of Retired Executives (SCORE) Chapters, U.S. Small Business Administration
- Veterans' Homes, Illinois Department of Veterans' Affairs

## Questions?

This Choices for Care directory may not answer all your questions about whom to contact in the aging network. If that's the case, please contact our toll-free Senior HelpLine.

Our professional information and assistance specialists can tell you more about:

- In-home and adult day services
- Meal and transportation services
- Senior centers and Caregiver Resource Centers
- Income benefits and employment
- Housing and nursing facilities
- Alzheimer's support groups
- Elder abuse protective and intervention services
- Publications, speakers bureau and audio and visual resources
- Emergency Preparedness information and assistance

### Call: 1-800-252-8966

(Voice and TTY)

8:30 a.m. to 5:00 p.m., Monday through Friday

E-mail: [ilsenior@aging.state.il.us](mailto:ilsenior@aging.state.il.us)

[www.state.il.us/aging](http://www.state.il.us/aging)

Out-of-state: 1-217-524-6911

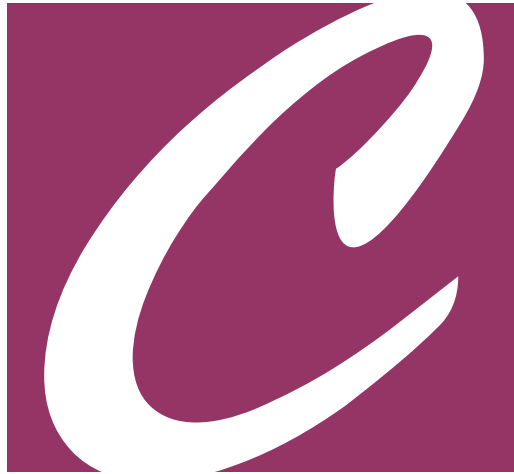
Elder Abuse — After-hours, weekends and holidays: 1-800-279-0400

National:

Eldercare Locator:

1-800-677-1116

(Long distance caregivers in Illinois can be referred to services in other states.)



## Choices for Care in Illinois

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### Choices for Care Update contact:

**Illinois Department on Aging**

421 East Capitol Ave., #100  
Springfield, Illinois 62701-1789  
217-785-3356  
Fax: 217-785-4477  
[www.state.il.us/aging](http://www.state.il.us/aging)

**Senior HelpLine:**

**1-800-252-8966** (Voice and TTY)  
8:30 a.m. to 5:00 p.m. Monday - Friday

Out-of-state:

**Eldercare Locator: 1-800-677-1116**  
[www.eldercare.gov](http://www.eldercare.gov)